



## **PATIENT ACCESS WEBSITE - PATIENT USER GUIDE**

**PLEASE DO NOT MAKE AN APPOINTMENT TO  
ENQUIRE ABOUT THIS SERVICE - ASK OR  
TELEPHONE RECEPTION**

## 1. To create a Patient Access Account

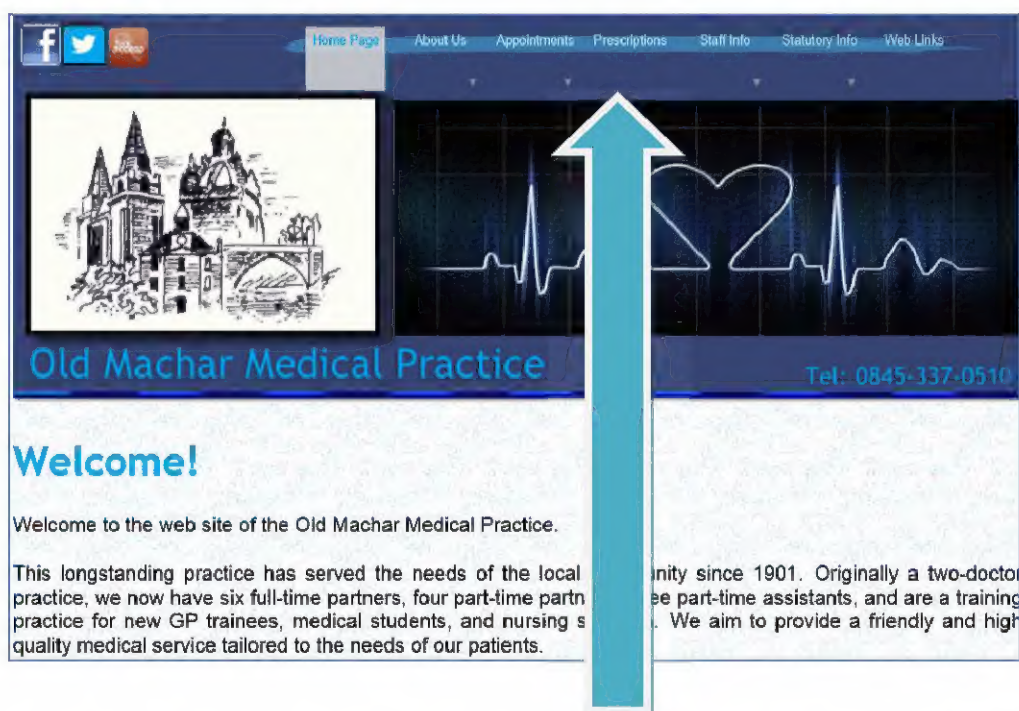
To open a Patient Access Account you first need to contact the Surgery and ask them to register you. In order to register you will need to complete an application form and provide suitable PHOTOGRAPHIC IDENTIFICATION. You will receive a registration from the practice giving you the information you need to complete the registration screen. This registration form will contain a PIN, your practice number, your individual access ID, and your NHS Number such as the example below.

Screen 1	
PIN	654769
Practice Number	1234
Access ID	9876
NHS Number	1234567899

Screen 2	
First Name	John
Last Name	Smith

Enter the other information yourself. Remember your password and security information, but do not write them down in identifiable form.

You now need to access a PC and log on to the Internet. Into the Internet address bar type <http://www.oldmachar.co.uk> and the following screen will appear:

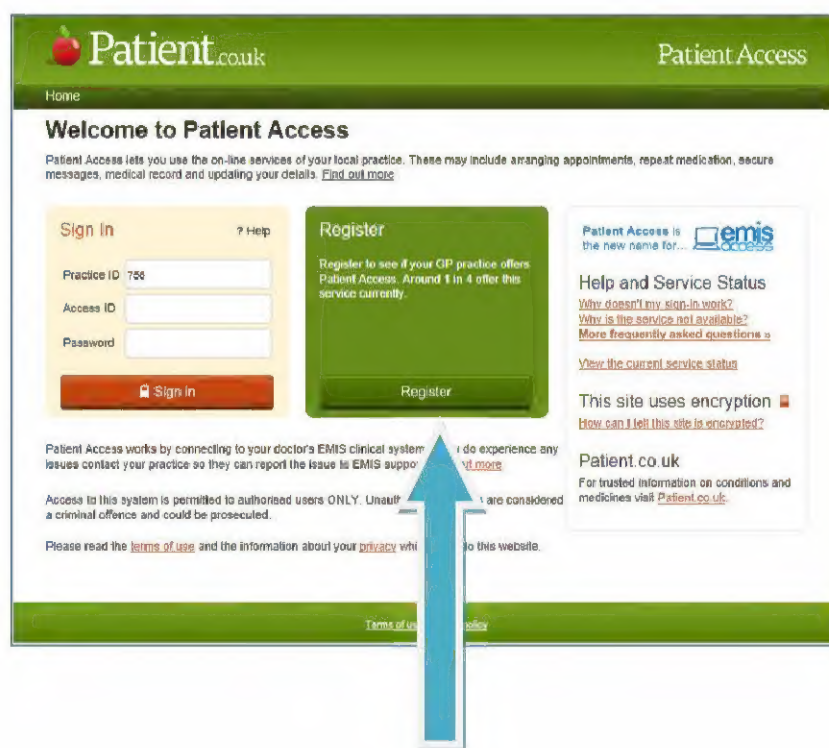


Click on the link in the top menu bar, either '**Appointments**' or '**Prescriptions**'.

The next screen gives you the Patient Access login button and links to helpful information about Patient Access. Click once on the link to, '**Patient Access**'.



You are now presented with the 'Patient Access Sign In/Register' screen.





Click on the "Register" button. It is of the utmost importance that only genuine patients are granted internet access; Therefore you **must** have your Registration Letter from the practice giving you the information needed to continue. Also it is vital that you enter the information EXACTLY as printed on the registration form.

**Register**

Have you visited your GP already and been given a PIN and an access id?  
Online Registration (the "No" option) will be available very soon. Check back regularly.

☒ Yes ☐ No

You should have been provided with the following details. If not or if you have any problems please contact your practice.

PIN ★

Practice ID ★

Access ID ★

Your NHS Number ★

Next >

The next screen you see will take you through your security details

**emissaccess** Patient UK  
sign-out The single source of information for patients

**Create Your Account**  
Home > Create Account > Security Details

**Security Details**  
Thankyou for identifying your Practice. To finish creating your account complete the sections below. Once done you will have access to the online facilities!

**1. Your Personal Details**  
We need your surname and date of birth to further verify your identity. They'll be checked against the record held at your practice.

Your Surname  Date of Birth  select month

**2. Choose a Password**  
Keep in mind your password is case sENSITIVE. It's generally a good idea to choose a password made of both letters and numbers.

Password  Confirm Password

**3. Complete a Security Question**  
We'll ask you your security question should you forget your password. So choose an answer that you'll remember but isn't easily guessable by others.

Security Question [select a question to answer] Your Answer

Submit

**1. You need to enter your surname and date of birth here**

**2. Enter your password and confirm it here**

**3. Choose a security question by clicking on the drop down arrow and putting your answer in this box**

**4. Click on 'Submit'**

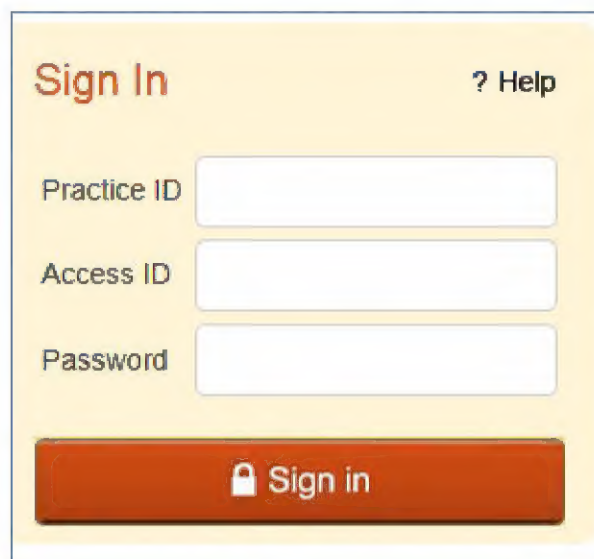
The next screen you see will tell you that your 'sign up' was successful.

As an 'Existing User' you can now sign in as below.

## 2. Signing In to Patient Access

To sign in to Patient Access either progress to the Patient Access "Sign In/Register" screen as is shown above, or you can enter the direct web address into your web browser (<https://patient.emisaccess.co.uk/>).

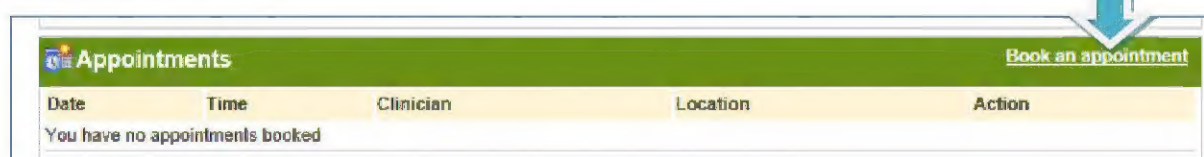
As an existing user you can now sign in by completing the fields below.



The image shows a 'Sign In' form with a yellow background. At the top left is the text 'Sign In' in orange, and at the top right is a link '? Help'. Below these are three input fields: 'Practice ID', 'Access ID', and 'Password'. At the bottom is a large orange button with a lock icon and the text 'Sign in'.

## 3. Booking an appointment with Patient Access

As indicated on your Home Page, you simply click once on '**Book a New Appointment**'



The image shows a screenshot of the 'Appointments' section of the Patient Access system. A blue arrow points to the 'Book an appointment' link in the top right corner. Below the header, there is a table with columns: Date, Time, Clinician, Location, and Action. The table is currently empty, and a message at the bottom states 'You have no appointments booked'.

Date	Time	Clinician	Location	Action
You have no appointments booked				

and you are presented with a choice of the next available appointments:

## Book an Appointment

To make a booking, please click on the time of your choice.

[Need help booking an appointment?](#)

Too much information?

Use the choices on the right to find the person or place you want.

Pick a person:

Pick a place:

### Thursday 30th August 2012

Dr C O'Connor  
(Trainee)

KING ST-CO-THURSDAY  
King Street Surgery

09:50

10:30

Dr L Leong  
(Assistant)

KING ST-LL-THURSDAY  
King Street Surgery

09:50

### Friday 31st August 2012

Dr G Howden  
(Registrar)

KING ST-GH-FRIDAY  
King Street Surgery

09:45

15:00

Dr L Leong  
(Assistant)

JESMOND-LL-FRIDAY  
Jesmond Surgery

09:20

09:50

10:00

10:10

### Monday 3rd September 2012

Dr C O'Connor  
(Trainee)

KING ST-CO-MONDAY  
King Street Surgery

09:30

09:50

10:10

Dr G Howden  
(Registrar)

KING ST-GH-MONDAY  
King Street Surgery

09:45

10:00

Dr G Howden  
(Registrar)

JESMOND-GH-MONDAY-  
VIDEO

Jesmond Surgery

14:20

14:40

15:00

15:40

Dr G Sim  
(Principal)

JESMOND-GS-MONDAY  
Jesmond Surgery

09:00

09:10

Dr R J G Stewart  
(Principal)

JESMOND-RJS-MONDAY  
Jesmond Surgery

09:40

09:50

10:10

Once you have decided which appointment time is most convenient for you, you click once on that time. **PLEASE NOTE TO CHECK THE SITE OF THE SURGERY YOU ARE BOOKING – CLEARLY MARKED KING STREET OR JESMOND SURGERY**

You will next be asked to confirm your booking, you can see that the name, date and time of your requested appointment is shown quite clearly. You also have the option here to change the appointment and also to enter the reason for your visit.

## Confirm your booking

You've requested an appointment with Dr D Cooper at 09:40 on Thursday 13th September 2012 at Jesmond Surgery.

To confirm the booking, please click the "Book" button below

Enter your reason for the appointment (optional), maximum 36 characters.

Alternatively, you can still [choose a different appointment](#)

... or [cancel](#) the appointment booking altogether

If you are happy to proceed, click on 'Book'



The next screen confirms your booking and gives you the option to print the confirmation:

### Appointment Booked

Your appointment has been made!

You've successfully booked your appointment with Dr D Cooper at 09:40 on Thursday 13th September 2012 at Jesmond Surgery. We look forward to seeing you!

If you cannot attend your appointment please let us know as soon as possible. You can cancel by telephone or here at the website.

Thank you for using our website!

[Print Confirmation](#)

[Go to homepage](#)

When you return to the 'Home' page of your account (click on [Go To Homepage](#)) your appointment is displayed as below:

Appointments				
Date	Time	Clinician	Location	Action
<i>You have booked all your online appointments. Contact your practice to book more</i>				
13 Sep 2012	09:40	Dr D Cooper	Jesmond Surgery	<a href="#">Print</a> <a href="#">Cancel</a>

#### 4. Cancelling an appointment with Patient Access

As indicated on your Home Page, you simply click once on '**Cancel**' adjacent to the appointment you wish to cancel.

A confirmation dialogue box is shown.

### Cancel an Appointment

Are you sure you want to cancel your appointment with:

Clinician: Dr D Cooper  
Date: Thursday 13th September 2012  
Time: 09:40  
Place: Jesmond Surgery

[Cancel](#) [Don't cancel](#)

Click on '**Cancel**' and a final cancellation dialogue box is displayed.

### Cancellation Confirmation

You've cancelled your appointment with:

Clinician: Dr D Cooper  
Date: 13 Sep 2012  
Time: 09:40  
Place: Jesmond Surgery

By telling us you can't make it we can offer the booking to another patient - thank you!

[View your appointments](#) [Book a new appointment](#)

## 5. Ordering Repeat Prescriptions with Patient Access

As indicated on your Home Page, you simply click once on 'Make a request'

**Repeat Prescriptions** [Make a request](#) [See your repeat prescriptions](#) [See requests detail](#)

Date	Drug	Status
You have no prescription requests		

The next screen will give you the choice of all of your medications that are currently on active repeat prescription. There are also links for further information as marked by the "i" icon.

To request any repeat prescription item simply click the box to the left of that item and click SUBMIT. **Please remember to put either King Street or Jesmond Surgery in the comment box** to aid our reception staff as instructed.

**Your Repeat Medication**

Select the medicine(s) you want to request by ticking the check box. Add a message related to the request if required and click the "Submit Request" button.

You can search for information on each item by clicking the icon. This will open in a new window. This information is taken from [www.patient.co.uk](http://www.patient.co.uk) where you can find information on medicines and other medical topics.

Select Drug	Details	Last Issued
<input type="checkbox"/> Clenil Modulite Cfc-free inhaler 100 micrograms/actuation	1 INHALER - TWO PUFFS TWICE DAILY - TO PREVENT ASTHMA	19 Nov 2013
<input type="checkbox"/> Co-Dydramol Tablets Co-Dydramol 10/500 Tablets	100 tablet(s) - 2 FOUR TIMES A DAY AS REQUIRED - PAINKILLER	20 Dec 2005
<input type="checkbox"/> Diclofenac Sodium E/C Tablets 50 mg Diclofenac Sodium E/c tablets 50 mg	84 tablet(s) - TDS PC - ANTI-INFLAMMATORY	20 Dec 2005
<input type="checkbox"/> Salbutamol Cfc-Free Inhaler 100 micrograms/puff Salbutamol C/c-free inhaler 100 micrograms/puff	2*1 Inhaler(s) - 2 PUFF AS REQUIRED - TO RELIEVE ASTHMA	19 Nov 2013

You may include a message relating to your request.  
If you need to request something that is not listed above, contact your practice.  
The only characters allowed are numbers, letters, full stops, commas and apostrophes.

Maximum characters 200. You have 200 characters left.

**Submit Request**



A confirmation dialogue box is shown.

### Here are the details of your request:

You are about to request the medication(s) below. Click confirm to send the request.

▶ **Co-Dydramol Tablets** - 100 tablet(s) - 2 FOUR TIMES A DAY AS REQUIRED - PAINKILLER  
*Co-Dydramol 10/500 Tablets*

Comment:

[Confirm](#) [Change the request](#) [Cancel the request](#)

Click on '**Confirm**' and a final confirmation dialogue box is displayed.

### Prescription request confirmed

Your prescription request has been confirmed. Your Doctor will look at your request and update the status as below:

- ▶ Awaiting action/Requested - waiting for the practice to process.
- ▶ Rejected - contact your practice for the reason.
- ▶ Cancelled - contact your practice for the reason.
- ▶ Accepted/Issued - the request has been approved. Please allow up to 2 working days before collection. Check with your surgery for specific collection times

Please check back online for updates on the status on your prescription request.

The status of your request can be checked online.

## 5. Log Off Patient Access

If you have finished your business with your Patient Access account, don't forget to 'Log Off'. This is done by clicking on 'Logout', located above the 'patient access' logo in the top left hand corner of the screen.

